



## DEPARTMENT OF INSURANCE

*Chuck Quackenbush, Commissioner*

### **Auto Replacement Parts**

Regulations in California state that replacement parts are only permitted if the insurer can warrant that the parts are equal in kind, quality, safety, fit and performance. Again, if a consumer has questions regarding an insurance claim or has a dispute with an insurance company we encourage that policyholder to immediately contact our Consumer Hotline at 1-800-927-HELP.

The California Code of Regulations Title 10 Chapter 5 Section 2695.8 (G) states:

(g) No insurer shall require the use of non-original equipment manufacturer replacement crash parts in the repair of an automobile unless:

(1) the parts are at least equal to the original equipment manufacturer parts in terms of kind, quality, safety, fit, and performance.

(2) insurers specifying the use of non-original equipment manufacturer replacement crash parts shall pay the cost of any modifications to the parts which may become necessary to effect the repair; and,

(3) insurers specifying the use of non-original equipment manufacturer replacement crash parts warrant that such parts are of like kind, quality, safety, fit, and performance as original equipment manufacturer replacement crash parts; and,

(4) all original and non-original manufacturer replacement crash parts, manufactured after the effective date of this subchapter, when supplied by repair shops shall carry sufficient permanent, non-removable identification so as to identify the manufacturer. Such identification shall be accessible to the greatest extent possible after installation.